



**THIS POLICY COVERS ALL ACADEMIES/SCHOOLS WITHIN
ARDEN MULTI-ACADEMY TRUST**

Name of Policy	DSAR Procedure	
Lead	Martin Murphy, CEO	
Governor Committee	Business & Personnel Committee	
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Amendments		



Data Subject Access Request Procedure

Introduction

- 1 This procedure is intended to clearly set out a framework for requests made to Arden Multi-Academy Trust (Arden MAT) for access to **personal data** under the UK General Data Protection Regulation (**UK GDPR**) and the Data Protection Act 2018 (**DPA 2018**).
- 2 Failure to comply with this procedure may result in us breaching **data protection legislation** which could lead to regulatory action from the **Information Commissioner's Office**, adverse publicity and claims for compensation.
- 3 A breach of this procedure may, in appropriate circumstances, be treated as a disciplinary matter. Following investigation, a breach of this procedure may be regarded as misconduct leading to disciplinary action, up to and including dismissal.

Definitions

- 4 For the purposes of this procedure, the following terms have the following meanings:
 - 4.1 **Data protection legislation** means all applicable data protection and privacy legislation in force from time to time in the UK including the UK GDPR; the Data Protection Act 2018 (DPA 2018) (and regulations made thereunder); and the Privacy and Electronic Communications Regulations 2003 (SI 2003 No. 2426) as amended by the Data (Use and Access) Act 2025; and all other legislation and regulatory requirements in force from time to time which apply to the use of personal data.
 - 4.2 **Data subject** means any individual we hold personal data about. This includes a pupil, a parent/carer or a member of staff.
 - 4.3 **ICO** means the Information Commissioner's Office.
 - 4.4 **Personal data** means data relating to a living individual who can be identified from that data (or other data in our possession). This will include video images of identifiable individuals.
 - 4.5 **Processing** means any operation performed on personal data. This includes collecting, recording, organising, storing, adapting, altering, retrieving, consulting, using, disclosing, disseminating or otherwise making available or destroying personal data.
 - 4.6 **Subject access request (SAR)** means the right under data protection law to obtain a copy of your own personal data as well as other supplementary information.

Recognising a subject access request

- 5 Under **data protection legislation**, **data subjects** have the right to access the **personal data** that we process about them based on a reasonable and proportionate search for that **personal data**. This is known as **subject access request** or **SAR**.

- 6 A **SAR** is any request for access to **personal data**. A **SAR** does not need to be made in writing in order for it to be valid. A **SAR** can be made to any part of our organisation and in any form, including verbally, via email, social media or other method. All members of staff have a responsibility to recognise a **SAR** and to ensure that they are properly handled.
- 7 If any member of our workforce receives a request for information they should inform the Data Protection Officer at the earliest opportunity.

Verifying the identity of the requester

- 8 Before processing the request, we must ensure we have verified the identity of the individual making the **SAR** if there are any doubts as to their identity (for example, the request is from an individual via an email address that is not recorded on our systems).
- 9 Where we have reasonable doubts as to the identity of the individual making the request, we will request copies of the individual's ID so that we can verify their identity. Where there are any concerns about the individual's identity, further guidance can be found at - [How to prove and verify someone's identity - GOV.UK](#).
- 10 We are not required to process any **SAR** until we are satisfied of the individual's identity in order to avoid the potential for an inadvertent disclosure of personal data resulting in a data breach.
- 11 A copy of an acknowledgement letter confirming ID is required can be found at **Annex One – Request ID**.
- 12 If we are satisfied that we know we are communicating with the individual making the request, it would not be reasonable to ask them to confirm their identity. In these cases, an acknowledgement can be sent to the requester confirming that their request has been received and will now be processed. A copy of an acknowledgement letter can be found at **Annex One – Acknowledgement (No ID required)**.

Requests made on behalf on a pupil

- 13 Where a **SAR** relates to information we hold about a child (e.g. a pupil), it is important to remember that the right of access to the information is the child's right rather than anyone else's, even if the child is too young to exercise the right themselves or the requester is a parent or someone else with parental responsibility for the child.

Requests where child is not competent to make their own request

- 14 If the child is not competent to exercise their own data protection rights (e.g. if they are below the age of 13), then it is usually appropriate to permit a parent (or anyone else with parental responsibility) exercise the child's rights on their behalf.
- 15 However, there will be certain circumstances where it may not be appropriate for the requester to make the request on the child's behalf. Therefore, we need to take into account:
- 15.1 any court orders that may apply;

- 15.2 any duty of confidence owed to the child;
 - 15.3 any consequences of allowing those with parental responsibility or those authorised to act on their behalf access to the child's information (this is particularly important if there have been allegations of abuse or safeguarding concerns);
 - 15.4 any detriment to the child if individuals with parental responsibility, or their authorised representatives, cannot access this information; and
 - 15.5 any views the child or young person has on whether their parents, guardians or authorised representatives should have access to information about them.
- 16 In cases where it is not appropriate for the parent (or anyone else with parental responsibility) to make the request on the child's behalf, the parent should be informed that we are unable to process the request. A copy of a letter refusing the request in these circumstances, can be found at ***Annex One – Refusal Best Interests***.

Requests where the child is competent to make their own request

- 17 If the child is competent to make their own request (generally where they are aged 13 or above), they must authorise their parent (or other individual making the request) to make the request on their behalf.
- 18 Before responding to the request, you must request that the requester provides evidence of the child authorising them to make the request on their behalf. A copy of a letter advising the requester that they need to obtain authorisation from the individual before the request can be processed can be found at ***Annex One – Request Authorisation***.

Clarifying requests

- 19 If we are unsure about what information has been requested, or it is apparent that this information is not likely to be accessible via a reasonable and proportionate search, we may ask the requester to specify the information their request relates to before responding to the request (e.g. by asking if there are specific dates they are referring to, or any specific incidents they wish to focus on).
- 20 If the requester does not clarify the request further, we must still process the request by conducting a reasonable and proportionate search for the information they have requested (see section 36 below).
- 21 If we seek clarification from the requester, the time limit for responding to the request (see section 23 below) will be paused until the clarification is provided.
- 22 A copy of a letter to the requester seeking clarification can be found at ***Annex One – Clarifying the Request***.

Time period for responding to requests

- 23 The time period for responding to a **SAR** is one calendar month from the date of receipt of the request. We will calculate the time period from the day we receive the request (whether it is a working day or not) until the corresponding calendar date in the next month. If the corresponding calendar date in the next month is a weekend or bank holiday, we will have until the next working day to respond.
- 24 There are certain circumstances where the time period for responding will be slightly different. These are:
- 24.1 Where we have requested ID – the one month time period will not begin until the date the ID is received.
- 24.2 Where we have requested authorisation – the one month time period will not begin until the date the authorisation is received.
- 24.3 Where we have asked the requester to clarify the information they have requested – the time period for responding will be paused until the clarification is provided.

Extending the time period for responding

- 25 There are certain circumstances where we can extend the time period for responding to a **SAR** by up to three months from the date the request is received.
- 26 We can extend the time period for responding where a request is 'complex'. Examples of requests which may be complex include:
- 26.1 Where there are large amounts of sensitive information and we need to carefully consider applicable exemptions and redaction;
- 26.2 Where there are technical difficulties in retrieving the information requested;
- 26.3 Where we need to obtain specialist legal advice; or
- 26.4 Where we need to clarify issues surrounding disclosure of information about a child to a parent or legal guardian.
- 27 Where we need to extend the time period for responding to the request, we must inform the requester that we are doing so within one month of receipt of the **SAR** and inform them of the reasons why we consider the request to be complex.
- 28 A copy of a letter extending the deadline for responding can be found at ***Annex One – Extending the Deadline for Responding***.

Refusing requests

- 29 There are limited circumstances where we can refuse to respond to a **SAR**. These are where the request is:
- 29.1 manifestly unfounded; or

29.2 manifestly excessive.

30 Examples of where a **SAR** would be manifestly unfounded include:

30.1 the requester clearly has no intention to exercise their right of access;

30.2 the request is malicious in intent and is being used to harass an organisation with no real purpose other than to cause disruption

30.3 the requester targets a particular employee against whom they have some personal grudge; or

30.4 the requester makes unsubstantiated accusations against you or specific employees which are clearly prompted by malice.

31 A request may be manifestly excessive where the request is disproportionate when balanced with the burden or costs involved in dealing with the request.

32 Where we refuse to process a **SAR** because it is manifestly unfounded or excessive, we must have a strong justification for this reasoning and be able to clearly explain this to both the requester and the **ICO** if necessary.

33 When refusing a request, we must confirm the reasons why the request is manifestly unfounded or excessive and give the requester information about how they can make a complaint about the decision made.

34 A copy of a letter refusing a **SAR** due it being manifestly unfounded can be found at **Annex One – Refusing a SAR – Manifestly Unfounded**.

35 A copy of a letter refusing a **SAR** due it being manifestly excessive can be found at **Annex One – Refusing a SAR – Manifestly Excessive**.

Searching for requested information

36 **Data subjects** are only entitled to **personal data** the Arden MAT can provide based on a reasonable and proportionate search for **personal data**. Therefore, when a request is made, we will seek clarification on the **personal data** requested to determine whether this information is accessible via a reasonable and proportionate search.

37 In some circumstances, it will be clear from the **SAR** where the information requested is located.

38 Where it is not clear from the **SAR** where the information will be located (for example where the request is for “everything we hold”), we make reasonable and proportionate efforts to search for the information requested.

39 Guidance on how to carry out searches can be found at **Annex Two – SAR Search Guidance**.

Reviewing requested information

40 Once all the information has been collated from our searches, we must review that information to determine whether or not it can be provided to the requester or whether there are circumstances in which we can withhold or redact information.

- 41 When reviewing the information, we will remove any duplicate copies and any copies of correspondence where the requester is the sender or the recipient (unless they have specifically requested this information).
- 42 We will then consider the remaining information to determine whether it needs to be withheld or redacted before it is provided to the requester. Relevant exemptions which we need to consider include:
- 42.1 Information includes personal data of a third party.
- 42.2 Information is subject to legal professional privilege.
- 42.3 Information which is education data any may result in serious harm to an individual if it is disclosed.
- 42.4 Information which is processed for the purposes of management forecasting or management planning in relation to a business or other activity and access would be likely to prejudice the conduct of the business or activity.
- 42.5 Information relating to any negotiations with an individual, to the extent that access would be likely to prejudice negotiations with that individual.
- 42.6 Information which consists of a confidential reference for the purpose of prospective or actual education, training, employment, placement of volunteer, appointment of an individual to office, or provision by an individual of a service.
- 42.7 Information which relates to the outcome of academic, professional or other examinations.
- 42.8 Information which would prejudice the prevention or detection of crime.
- 43 The Data Protection Act 2018 sets out a number of other exemptions which can also be considered if there are concerns relating to providing the requested information.

Redaction

- 44 Where the information requested contains third party information (or information to which another exemption applies), it may be appropriate to redact the exempt information rather than withhold a document in its entirety.
- 45 There a number of different ways to redact information, from procuring specialist software to using black markers. However the redaction is done, it must be done securely so it is not possible to see the redaction information or to undo the redactions electronically.
- 46 Wherever possible, the information should be reviewed by a colleague prior to providing a copy to the requester to check no redactions have been missed.
- 47 There is a general presumption of reasonableness to disclose the details of education workers so staff names will generally not need to be redacted in response to a **SAR**.
- 48 A copy of the original unredacted documents and the final redacted documents must be saved securely and clearly labelled so that if the **SAR** is challenged at a later date copies have been kept.

Responding to a SAR

- 49 Once the information requested has been retrieved, reviewed and redacted a response will be prepared and sent to the requester.
- 50 The response must also contain supplementary information that the requester is entitled to under Article 15 UK GDPR, including the reasons why information has been withheld or redacted and the right to make a complaint to the ICO about the way in which the **SAR** has been handled.
- 51 A copy of a template response letter can be found at **Annex One – SAR Response Letter**.
- 52 We must consider how to safely send the **SAR** response. If the **SAR** is made via email, the response can be sent via email but should be password protected if it contains sensitive information.
- 53 If the requester has specifically asked for a paper copy of the request, we will need to consider how to safely deliver the response particularly if it contains sensitive information. In these cases, it may be appropriate to arrange for the requester to come to collect the paper copy of the **SAR**.

Complaints about a SAR

- 54 We recognise that in some circumstances data subjects may be unhappy with the way in which we handle their **SAR**. In these cases, they may ask for a review of the way in which their **SAR** has been handled. The review will consider what information was requested, what was disclosed, how we have applied exemptions and whether there is any additional information that can be disclosed.
- 55 Requests for a review should be dealt with within one month of the date of receipt of the request.
- 56 A copy of a letter upholding the way in which a **SAR** was handled can be found at **Annex One – Uphold Request**.
- 57 A copy of a letter providing further information following a review can be found at **Annex One – Further Information Disclosed**.

Education records requests

- 58 Under the Education (Pupil Information) (England) Regulations 2005, parents of pupils attending maintained or special schools have the right to access their child's education record. This right applies regardless of the age of the child.
- 59 The right to access the pupil education record does not apply to non-maintained schools such as independent schools, academies and free school. Requests made to access the education record of non-maintained school pupils should be dealt with as a **SAR**.
- 60 A copy of a letter advising this right does not apply to pupils of non-maintained schools can be found at **Annex One – ERR Refusal**.

Review

- 61 This procedure is reviewed every 2 years by the Data Protection Officer.
- 62 The next scheduled review date for this procedure is Spring 2028.

Annex 1

Acknowledge DSAR/Request ID

Dear [INSERT]

We write to acknowledge receipt of your request dated [INSERT DATE]

Before we conduct a search for the information you have requested, we are required to take steps to verify your identity. You are required to send to us a copy of your ID such as passport or driving licence so that we can verify your identity before providing access to the information you have requested.

We will accept a photograph or scanned copy of your ID so you don't need to come in and provide a physical copy. The photograph or scan can be sent to [INSERT EMAIL ADDRESS].

Once we have been able to verify your identity, we will provide a response within one month of the date of verification. However, in certain circumstances, the law allows us to extend that deadline by two months depending on the complexity of your request. We will advise you within one month if we need to extend the response deadline.

Please note, we do not normally provide copies of email correspondence sent to you or from you as you already have access to this information, however if you wish to receive further copies of these emails please let us know.

Yours sincerely

[INSERT SENDER DETAILS]

DSAR Acknowledgement (No ID Required)

Dear [INSERT]

We write to acknowledge receipt of your request dated [INSERT DATE].

We will now conduct a search for the information you have requested and will provide a full response to your request by [INSERT DATE – 1 month after date of request or next working day if this is a weekend/bank holiday] which is one month after the date of receipt of your request.

Please note, in certain circumstances we may be permitted to extend the time to responding to your request by a further two months. If this is the case, we will notify you of this decision and reasons why we need further time to process your request.

We do not normally provide copies of email correspondence sent to you or from you as you already have access to this information, however if you wish to receive further copies of these emails please let us know.

Yours sincerely

[INSERT SENDER DETAILS]

DSAR Refusal – Best Interests

Dear [INSERT]

We write further to your request for [INSERT] dated [INSERT DATE]. We have treated your request as a data subject access request on behalf of [INSERT], in accordance with the UK General Data Protection Regulation (**UK GDPR**).

Details of your Request

Having considered your request, we must inform you that we are unable to provide you with [a copy of the information you have requested]. This is because there is an exemption in the Data Protection Act 2018 which prevents schools from disclosing education data in certain circumstances.

The right of access to [your son's] records belongs to [your son] and whilst he is a child, you as his parent are entitled to access records on his behalf. The information you have requested relating to [your son] puts at risk the confidence that he can have in safe and confidential communications with other adults supporting him.

The ICO Guidance on subject access requests states that where a parent or guardian makes a request on a child's behalf, then we should take into account 'any duty of confidence owed to the child' and 'any consequences of allowing those with responsibility access to the child's information'. Therefore, we regret to inform you that we are unable to fulfil your request.

Supplementary Article 15 UK GDPR Information

Under Article 15 UK GDPR, you are also entitled to information about the way in which [your son's] personal information is processed by us. Full details about the way in which we process [your son's] personal information can be found in our privacy notice which is available to view at – [INSERT PRIVACY POLICY].

Exemptions

As we have explained above, we are unable to provide a copy of [the information you have requested]. This is because this information is exempt from being provided to you on the basis that:

- It is personal data where the release of the information would likely result in serious harm to an individual (mental health can be included in the assessment of serious harm) (Schedule 3, Part 4, Para 19 Data Protection Act 2018).

For further information about your data rights, please visit - [What to expect after making a subject access request | ICO](#)

Your rights

We understand that you will be disappointed with our response, but we hope that we have explained to you clearly our reasons for refusing your request. However, if you are dissatisfied with our response

to your request, you have the right to request that an internal review is carried out of the decision we have made to refuse your request. Please direct any requests for an internal review to [INSERT].

Under the terms of the UK GDPR, you have the right to make a complaint to the Information Commissioner's Office (ICO) if you are dissatisfied with the way in which we have handled your request. A complaint can be made to the ICO online by visiting - [Make a complaint | ICO](#).

We are obliged to inform you that you may have the right, in certain circumstances, to request rectification, erasure, restriction or objection of processing your personal information under the terms of the UK GDPR. We are also obliged to inform you of your right to seek legal advice on your ability to seek to enforce your data protection rights through the courts.

Yours sincerely

[INSERT SENDER DETAILS]

Acknowledge DSAR/Request Authorisation

Dear [INSERT]

We write to acknowledge receipt of your request dated [INSERT DATE]. We are treating your request as a subject access request made on behalf of [your son/daughter/client] in accordance with data protection law. As your son is considered to be competent to understand and exercise his own data protection rights (see [What rights do children have? | ICO](#) for the guidance), we will require his written authority confirming that he authorises you to make the request on his behalf. Therefore, please provide written authority from your son (such as a copy of a signed letter from him) before we can process the request.

Once we have received written confirmation from your son that he authorises you to make the request, we will provide a response within one month of receipt of the authorisation. However, in certain circumstances, the law allows us to extend that deadline by two months depending on the complexity of your request. We will advise you within one month if we need to extend the response deadline.

Yours sincerely

[INSERT SENDER DETAILS]

Acknowledge DSAR/Clarify Request

We write to acknowledge receipt of your request dated [INSERT DATE]

Before we search for the information you have requested, we need some clarification from you to ensure we provide you with information relevant to your request. We understand that your request is for "[INSERT]". Please could you clarify whether there are any particular documents or time periods you wish us to focus on? This will assist us in collating the information that you have requested.

We will provide a full response to your request within one month, however the time period for responding to your request will be paused until we have received this clarification from you.

Please note, in certain circumstances we may be permitted to extend the time to responding to your request by a further two months. If this is the case, we will notify you of this decision and reasons why we need further time to process your request.

Yours sincerely

[INSERT SENDER DETAILS]

DSAR Extend Deadline for Responding

Dear [INSERT]

We write further to your subject access request dated [INSERT DATE].

We have now conducted a search of our records for the information you have requested. We are writing to inform you that it is necessary for us to extend the time for responding to your request by up to a further two months. This is because our searches have retrieved a large amount of sensitive information which we are required to carefully review to apply any exemptions and redact information. This means that your subject access request is 'complex' in accordance with Article 12(3) UK GDPR and we are entitled to extend the deadline for responding to your request.

We will provide a response to your request by [INSERT DATE – 3 months from the date of receipt of the original SAR (or the next working day if that date is a weekend or bank holiday)]. However, we will aim to provide you with a response as soon as possible.

Yours sincerely

[INSERT SENDER DETAILS]

DSAR – Refusing Request – Manifestly Unfounded

Dear [INSERT]

We write further to your request for [INSERT] dated [INSERT DATE]. We have treated your request as a data subject access request on behalf of [INSERT], in accordance with the UK General Data Protection Regulation (**UK GDPR**).

Details of your Request

Having considered your request, we must inform you that we refusing to respond to your subject access request on the basis that it is manifestly unfounded in accordance with Article 12(5) UK GDPR. We believe that your request is manifestly unfounded because of the history of your communication with the [Trust] [where it is evident that you are targeting a particular employee with whom you have a personal grudge] / [where you make unsubstantiated allegations about members of staff, despite these allegations being investigated previously and not upheld] / [where you have offered to withdraw your request if you are paid compensation] / [INSERT ANY OTHER REASONS].

Further information about why organisations may refuse subject access requests is available to view on the Information Commissioner's Office website - Why organisations might partially or fully refuse a subject access request | ICO.

Supplementary Article 15 UK GDPR Information

Under Article 15 UK GDPR, you are entitled to information about the way in which [your son's] personal information is processed by us. Full details about the way in which we process [your son's] personal information can be found in our privacy notice which is available to view at – [INSERT PRIVACY POLICY]

Your rights

We understand that you will be disappointed with our response but we hope that we have explained to you clearly our reasons for refusing your request. However, if you are dissatisfied with our response to your request, you have the right to request that an internal review is carried out of the decision we have made to refuse your request. Please direct any requests for an internal review to [INSERT].

Under the terms of the UK GDPR, you have the right to make a complaint to the Information Commissioner's Office (ICO) if you are dissatisfied with the way in which we have handled your request. A complaint can be made to the ICO online by visiting - [Make a complaint | ICO](#).

For further information about your data rights, please visit - [What to expect after making a subject access request | ICO](#)

We are obliged to inform you that you may have the right, in certain circumstances, to request rectification, erasure, restriction or objection of processing your personal information under the terms of the UK GDPR. We are also obliged to inform you of your right to seek legal advice on your ability to seek to enforce your data protection rights through the courts.

Yours sincerely

[INSERT SENDER DETAILS]

DSAR - Refusing a Request – Manifestly Excessive

Dear [INSERT]

We write further to your request for [INSERT] dated [INSERT DATE]. We have treated your request as a data subject access request on behalf of [INSERT], in accordance with the UK General Data Protection Regulation (**UK GDPR**).

Details of your Request

Having considered your request, we must inform you that we are refusing to respond to your subject access request on the basis that it is manifestly excessive in accordance with Article 12(5) UK GDPR. We believe that your request is manifestly excessive because of the history of your communication with the [Trust] [where it is evident throughout your correspondence that you are targeting a particular employee with whom you have a personal grudge by making a number of requests to various members of staff about issues that have previously been investigated and no wrongdoing has been found] / [where you have been unable to clarify your request so that our initial search results are so large it is not proportionate in our circumstances, as a small trust with limited resources, to deal with your request] / [INSERT ANY OTHER REASONS].

Further information about why organisations may refuse subject access requests is available to view on the Information Commissioner’s Office website - [Why organisations might partially or fully refuse a subject access request | ICO](#).

Supplementary Article 15 UK GDPR Information

Under Article 15 UK GDPR, you are entitled to information about the way in which [your son’s] personal information is processed by us. Full details about the way in which we process [your son’s] personal information can be found in our privacy notice which is available to view at – [INSERT PRIVACY POLICY]

Your rights

We understand that you will be disappointed with our response, but we hope that we have explained to you clearly our reasons for refusing your request. However, if you are dissatisfied with our response to your request, you have the right to request that an internal review is carried out of the decision we have made to refuse your request. Please direct any requests for an internal review to [INSERT].

Under the terms of the UK GDPR, you also have the right to make a complaint to the Information Commissioner’s Office (ICO) if you are dissatisfied with the way in which we have handled your request. A complaint can be made to the ICO online by visiting - [Make a complaint | ICO](#).

For further information about your data rights, please visit - [What to expect after making a subject access request | ICO](#)

We are obliged to inform you that you may have the right, in certain circumstances, to request rectification, erasure, restriction or objection of processing your personal information under the terms of the UK GDPR. We are also obliged to inform you of your right to seek legal advice on your ability to seek to enforce your data protection rights through the courts.

Yours sincerely

[INSERT SENDER DETAILS]

DSAR Response Letter

Dear [INSERT]

We write further to your subject access request dated [INSERT DATE].

Details of your Request

You have requested a copy of the information we hold about you. In particular, you have requested: [INSERT].

Details of the Search Completed

In order to locate the information relevant to your request, we have carried out a reasonable and proportionate search of our records and systems between the dates of [INSERT DATE] and the date of your request. We searched our records and systems, including e-mail correspondence and our management information system using the following search terms:

- [INSERT]
- [INSERT]

The details of the search results are set out below.

Your Records

We enclose by way of response the following personal information:

- Copies of correspondence retrieved containing your personal information;
- Electronic records containing your personal data from our management information system;
- [INSERT ANY OTHER RECORDS REQUESTED].

Supplementary Article 15 UK GDPR Information

In accordance with our obligations under Article 15 UK GDPR, we are required to provide you with detailed information about the way in which we process your personal information and we confirm that full details about the way in which we process your personal information can be found in our privacy notice which is available to view at – [INSERT PRIVACY POLICY]

Exemptions

Some of the information you have requested is exempt from being available to you and has been omitted or redacted for the following reason(s):

- It reveals the identities of third parties;
- It is subject to legal professional privilege;
- [It infringes the rights of third parties;]
- [It reveals information processed for the purposes of management forecasting or management planning;]
- [It reveals the intentions of [INSERT] in relation to any negotiations with you;]
- [It consists of a reference provided in confidence for the purposes of education, training or employment.]

Please note that redaction has been used as a tool to remove any duplicate information and information which falls outside the scope of a subject access request (e.g. information which is not your own personal information).

For further information about your data rights, please visit - [What to expect after making a subject access request | ICO](#)

Your Rights

If you believe that further personal information exists which has not been provided to you, then please provide details of this information to aid us in locating it.

Under the terms of the UK GDPR, you have the right to make a complaint to the Information Commissioner's Office (ICO) if you are dissatisfied with the way in which we have handled your request. A complaint can be made to the ICO online by visiting - [Make a complaint | ICO](#).

We are obliged to inform you that you may have the right, in certain circumstances, to request rectification, erasure, restriction or objection of processing your personal information under the terms of the UK GDPR. We are also obliged to inform you of your right to seek legal advice on your ability to seek to enforce your data protection rights through the courts.

If you have any further queries, please contact [INSERT DETAILS].

Yours sincerely

[INSERT SENDER DETAILS]

SAR Review Uphold Refusal

Dear [INSERT]

I write further to your request [DATED] requesting a copy of the personal data held [TRUST] relating to [your son.]

You were informed on [INSERT DATE] that the trust was refusing to respond to your request on the basis that [INSERT REFUSAL REASONING]. I have now had the opportunity to review your original request, the reasons why it was refused and your subsequent request for that decision to be reviewed.

Having reviewed all this information, I am writing to you to confirm that I uphold the decision to refuse your request on the grounds that:

[INSERT REASONS FOR UPHOLDING REFUSAL].

We understand that you will be disappointed with our response but we hope that we have explained to you clearly our reasons for refusing your request.

Under the terms of the UK GDPR, you have the right to make a complaint to the Information Commissioner's Office (ICO) if you are dissatisfied with the way in which we have handled your request. A complaint can be made to the ICO online by visiting - [Make a complaint | ICO](#).

Yours sincerely

[INSERT SENDER DETAILS]

SAR Review - Overturn

Dear [INSERT]

I write further to your request [DATED] requesting a copy of the personal data held [TRUST] relating to [your son.]

You were informed on [INSERT DATE] that the trust was refusing to respond to your request on the basis that [INSERT REFUSAL REASONING]. I have now had the opportunity to review your original request, the reasons why it was refused and your subsequent request for that decision to be reviewed.

Having reviewed all this information, I am writing to you to confirm that I we have located additional information that should be included in our response to your subject access request. This includes:

[INSERT DETAILS].

Under the terms of the UK GDPR, you have the right to make a complaint to the Information Commissioner's Office (ICO) if you are dissatisfied with the way in which we have handled your request. A complaint can be made to the ICO online by visiting - [Make a complaint | ICO](#).

Yours sincerely

[INSERT SENDER DETAILS]

Access to Educational Records Refusal

Dear [INSERT]

We write further to your request dated [INSERT].

Access to educational records is governed by data protection law. As the children are old enough (under data protection law) to make decisions about their own information, they would have to authorise access to their records. We are unable to provide access to those records without their authorisation.

As an academy, the school is not subject to the rules on sharing educational records with parents under the Education (Pupil Information) (England) Regulations 2005. Therefore, the school has no lawful basis to provide access to educational records without the children's authorisation. Further advice on accessing pupil information is available from the Information Commissioner's Office (ICO) - [Accessing pupils' information | ICO](#).

We appreciate that this is not the response you were hoping for, but we must comply with our legal obligations. If you are unhappy with the way in which we have handled your request, you can request a review of our decision within one month of the date of this response by contacting [INSERT DETAILS]. If you remain dissatisfied with our response, you can make a complaint to the ICO online via [Make a complaint about how an organisation has used your personal information | ICO](#).

Yours sincerely

[INSERT SENDER DETAILS]

Annex Two – Search Guidance

In many cases, the requester will not specify what particular information they are requesting. They may simply state that they want a copy of “*all data*”, “*everything you hold*” or “*all emails, messages, documents you hold about me*”.

Article 15(1A) UK GDPR confirms that an individual is only entitled to copies of **personal** data which you can provide based upon a reasonable and proportionate search. The ICO’s detailed [SAR Guidance](#) states that an organisation must make “reasonable efforts” to find the requested information but states that you are not required to “conduct searches that would be unreasonable or disproportionate to the importance of providing access to the information”. The guidance goes on to say that to decide whether searches may be unreasonable or disproportionate, you must consider:

- the circumstances of the request;
- any difficulties involved in finding the information;
- the fundamental nature of the right of access.

There are a number of ways we can approach searching for personal information in response to a SAR and there is no single ‘correct way’ to do it – the GDPR does not go into any detail about how we must search for information.

One approach is to ask our IT team to conduct an administrative level search for information. This would usually involve providing our IT team with a list of search terms (for example the requester’s name, surname and relevant dates)). However, this is likely to retrieve thousands (if not hundreds of thousands) of results which will be disproportionate to review. Therefore, the below sets out a more focused search which can be carried out which will be less likely to retrieve huge amounts of information.

There may still be circumstances where an administrative level IT search is required, for example if a key member of staff leaves and we need to access their emails.

Consider where the data is most likely to be held

Pupils

Where the request relates to a pupil, we will start by looking in the places most likely to contain pupil data. This includes:

- MIS
- Safeguarding records
- SEND records

- Complaint / behaviour records

If we have any paper records (e.g. child protection records), these should also be checked to identify whether there are any relevant pupil records.

It should be relatively easy to identify the relevant pupil records from within those systems/records which can then be extracted ready to review what information needs to be disclosed.

Members of staff

Where the request relates to a member of staff, we will start by looking in the places most likely to contain staff data. This includes:

- HR system
- Complaints records
- Child protection records

It should be relatively easy to identify the relevant staff records from within those systems which can then be extracted ready to review what information needs to be disclosed.

Identify relevant members of staff to conduct searches

We will also need to conduct a search of emails and other electronic records to identify personal data relevant to the request. In order to do this, we will consider which members of staff are most likely to have had contact with the requester (for example class teachers, senior leadership, line manager, HR team). Once we have identified the members of staff most likely to hold information relating to the request, we will ask those individual members of staff to conduct a search of their mailbox and work drives using search tools for records relating to the requester.

When asking members of staff to conduct these searches, we will ask them to search:

- The requester's name;
- Commonly used abbreviations such as initials or nicknames; and
- Provide any key dates they need to search between.

Once the members of staff have conducted this search, they should either forward all the information retrieved to the individual handling the SAR or save it all in a secure shared location so it can be retrieved by the individual handling the SAR.

Emails

Emails are likely to contain personal data relevant to the request. However, just because an email includes the requester's name, this does not mean that the entire email needs to be disclosed in response to a SAR.

Unless the content of the email relates to the individual making the request, then it is unlikely to be relevant to the SAR. This means that we do not need to provide copies of every single email we hold

where the requester's name is mentioned, it will only be emails where the content within the email relates to the requester that will need to be provided (subject to any exemptions/redaction).

Remove correspondence already sent/received

The search for the requester's personal data is likely to retrieve correspondence which they have either sent or received. In most cases, further copies of this correspondence do not need to be provided as the requester will already hold this information (and is unlikely to want duplicate copies). It will be sufficient to confirm additional copies of this information have not been provided but can be made available if required (see Annex One – DSAR Acknowledgement).

However, simply because the requester sent/received the correspondence, does not mean that the correspondence is exempt from the SAR. There may be circumstances where the requester no longer has access to this information (e.g. where they have been suspended from work and no longer have IT access) and therefore require an additional copy. If the requester asks for copies of correspondence that they have sent or received, we should comply with this request providing it is not manifestly unfounded.

Remove duplicates

Once we have conducted searches of our records and been sent the information from the identified members of staff, it is likely that we will have a number of duplicate records (such as multiple versions of the same email chain, duplicate documents). We do not need to provide any duplicates and should remove duplicate information as this will reduce the amount of information we have to review and redact ready for disclosing to the requester.

Review information and apply exemptions

Once all the information has been collated from our searches, we will need to review the information in accordance with section 39 of this procedure.